

HCA CONTACT NUMBERS

2013

1	MEDICAL ASSISTANCE CUSTOMER SERVICE CENTER.....	800-562-3022
	PROVIDER INQUIRIES.....	EXT 16132
	CONTACT US https://fortress.wa.gov/dshs/p1contactus/	
	CLIENT ELIGIBILITY CHECK.....	EXT 15485
	MEDICARE ELIGIBILITY (fax 360-664-2186).....	EXT 16129
	PROVIDER INQUIRY	360-725-2144
	PROVIDER ENROLLMENT.....	EXT 16137
	REPORT CLIENT GENDER ERRORS mmishelp@hca.wa.gov	
2	COORDINATION OF BENEFITS HOTLINE.....	EXT 16134
	CASUALTY UNIT.....	EXT 15462
	AUTHORIZATION FAX NUMBER.....	1-866-668-1214
	AUTHORIZATION WEB PAGE http://hrsa.dshs.wa.gov/authorization/	
	QUALIS AUTHORIZATION http://www.onehealthport.com/services/Qualis.php	
3	DME PROSTHETICS & ORTHOTICS (PROVIDERS ONLY).....	EXT 15466
	DME AUTHORIZATION	EXT 15466
4	DENTAL AUTHORIZATION	EXT 15468
5	DENTAL SPECIFIC WEB SITE: http://hrsa.dshs.wa.gov/DentalProviders/DentalIndex.html	
6	PHYSICIAN SERVICES AUTHORIZATION	FAX 1-866-668-1214
7	PHARMACY AUTHORIZATION	EXT 15483
8	FRAUD HOTLINE.....	800-562-6906
9	HOSPICE NOTIFICATION	360-725-1965
10	TAKE CHARGE HOTLINE.....	EXT 15481
11	EDI-HIPAA HELP (email) hipaa-help@hca.wa.gov	
12	EDI-HIPAA (web page) http://hrsa.dshs.wa.gov/dshshipaa/	
13	Patient Review and Coordination.....	EXT 15606
14	Exhausted MCO Plan Contacts For Specific Cases? Contact HCA hcampcprograms@hca.wa.gov	

Provider Relations Unit Training Website – <http://hrsa.dshs.wa.gov/provider/training.shtml>

Provider Relations Webinar Website - <http://hrsa.dshs.wa.gov/provider/webinar.shtml>

Provider Relation email address providerrelations@hca.wa.gov

ProviderOne access problems; contact security at provideronesecurity@hca.wa.gov